

Minutes from the Dental Implementation Advisory Group (DIAG)

Wednesday May 11, 2005

11:00-1:00

<u>Members Present:</u>	<u>Members Absent:</u>
Melissa Miles-Anthem	Candice McAuliffe
Jill Hanken	Dr. Lynn Browder
Robin Haldiman	Dr. Tom Wilson
Dr. Kris Enright	Karen Day
Tom Adams	JoAnn Pearson Knox
Diane Drummond for Karen Packer	Trudy Smith
Sylvia Walton and Karen Curry For Dr. Hamer	Dr. Terry Dickinson
Michelle Britton For Dr. Randy Adams	
India Thomas	
Julia Kindred	
Tina Bailey	
Jeff Lake	
Judith Cash	
Neil Graham – VA Primary Care Association	
Amy Edwards	
Lori Muench (By phone)	

DMAS Staff Present:

Pat Finnerty
Cheryl Roberts
Bryan Tomlinson
Tom Edicola
Mary Mitchell

Tammy Driscoll
Maryanne Paccione
John Kenyon
Rebecca Mendoza
Maryanne Paccione

Introduction

Pat Finnerty, DMAS Director, opened the meeting by welcoming DIAG members. Introductions of all members were made. Minutes from the 01/05/05 meeting were reviewed and approved.

Update

Pat Finnerty provided everyone with the following update on *Smiles for Children*:

- The main objective is to increase access to care for children by increasing the number of participating dentists.
- The dentists pushed for the consolidation of the dental program.
- The Dental Advisory Committee (DAC) was briefed at a meeting on April 22, 2005, and the DAC endorsed DMAS' approach to consolidating dental services.
- DMAS was very pleased with the new logo for the *Smiles for Children* program which is being used on a variety of communications to recipients and providers.

- The procurement process to select the Dental Benefits Administrator (DBA), Doral Dental USA, went well and Mr. Finnerty especially thanked Dr. Farrington and Dr. Browder from the DAC for their help in the procurement process.
- DMAS is working closely with Doral to ensure a smooth implementation of the new dental program on July 1, 2005.
- The theme for *Smiles for Children* is “A New Day” and a table listing the differences in the currently dental program and the new one was presented. Among other items, the new program has simplified credentialing and minimal authorization requirements. The dentists were especially pleased with the decrease in the prior authorization requirements.
- At the previous DIAG meeting, a 10 percent increase in dental fees was discussed, but DMAS was very pleased to announce that, with strong support from the Governor and the General Assembly, dental fees will be increased by 28 percent on July 1, 2005, with an additional two percent increase in 2006.
- DMAS consulted with the dental provider community to get their input on how the 30 percent fee increase should be distributed. With this input, DMAS developed three scenarios and the DAC approved a 23 percent across-the-board increase, with additional increases for selected services. In 2006, the additional two percent increase will be used to increase fees for services that the DAC believes need it the most.
- Additional funding was also provided in the budget for dental scholarships, and for equipment upgrades and salary increases for the Virginia Department of Health’s dentists.

Dental Benefits Administrator

Cheryl Roberts, DMAS Deputy Director for Operations, thanked the DMAS implementation team for working on the new dental program, a project that turned out to be more involved than originally planned. Ms. Roberts provided the following information on the Dental Benefits Administrator, Doral:

- There were several qualified firms which submitted proposals in response to the Request for Proposals. The procurement team believed Doral was the most qualified and DMAS is pleased to have Doral and to be working with Lori Muench to implement the new program.
- Doral is also working in several other states, but DMAS’ goal is to have Virginia’s dental program be the number one program that will serve as a model for other states to follow.
- Doral has an Administrative Services Only (ASO) contract meaning that it does not follow the managed care organization model and is not at risk for the delivery of dental services. Doral will be working with the DMAS network of providers to administer DMAS’, DAC’s and the DAIG’s vision for the dental program. This vision is to increase access to dental services for children and to have happy dentists who want to serve Medicaid and FAMIS children.
- DMAS staff visited Doral headquarters in Wisconsin to review their implementation efforts to date.
- DMAS is currently focusing on implementing the program and stabilizing the provider network. Recruitment of additional providers will come later once the

program call center is up and working and DMAS can show potential providers what they can expect when they enroll. (The next DIAG meeting will focus on finding dentists and on educating recipients.)

- There are several letters that DMAS and Doral are sending out:
 1. A letter announcing the Smiles for Children program and asking dentists to partner with DMAS was sent jointly by DMAS, the Virginia Dental Association (VDA) and the Old Dominion Dental Society (ODDS).
 2. Doral is sending out several letters to announce the DMAS/Doral partnership.
 3. DMAS is sending a flyer to recipients with information on who to call to access dental services under the new program.
 4. DMAS is sending more detailed letters to all dentists, orthodontists and oral surgeons with instructions how the transition to *Smiles for Children* will work.
 5. DMAS is sending a flyer to primary care providers to let them how to refer children to a dentist under the new program.
 6. Doral is sending out an enrollee handbook with a dental provider list.
- Doral is in the process of establishing an office in Insbrook and is hiring a Program Director, an Outreach Coordinator and a Dental Director.

Jeff Lake inquired about a previous proposal to send a letter to providers under the Governor's signature to help recruit dentists. The group decided that it would be better to make sure the new program was operating smoothly first, and to send the Governor's letter once this is known.

Subcommittee Updates

Recipient Subcommittee

Rebecca Mendoza provided the following update on the:

- The logo is going out on all materials so it becomes recognizable. (Jeff Lake requested an electronic copy so VDH and others can also make it available.)
- DMAS decided to send recipients a flyer instead of a letter to make it easier to read. The flyer includes dental tips to reinforce good oral health practices. The flyer will also be translated into Spanish. (DMAS asked the DIAG to take a few minutes to make comments on the flyers.)
- The Member Handbook is being developed and Judith Cash agreed to help DMAS review it before it is sent out.
- Options for producing and sending out magnets for members with the *Smiles for Children* logo were discussed.
- Karen Packer agreed to draft the Local DSS office alert on *Smiles for Children*

Implementation Subcommittee

Maryanne Paccione provided the following update:

- DMAS is working with Doral on many system access issues
- The prior authorization changes were incorporated into the VaMMIS and Doral's system

- The rate information is being loaded by Doral
- Testing will start in June with connectivity testing to be done May 15-June 1 and a site visit to Doral headquarters on May 9.

Provider Recruitment Subcommittee

Bryan Tomlinson provided an update on the Dental Survey. A handout was provided on the Dentist Survey sent to almost 5,000 licensed dentists. Mr. Tomlinson highlighted several survey results, including responses from dentists who have not participated in Medicaid indicating that 75% would never participate and 25% said they might if certain changes were implemented. Mr. Tomlinson stressed the challenge of recruiting dentists under these conditions.

Discussion of several issues followed:

Jeff Lake indicated it would be worthwhile to look at those dentists saying they would never participate and to try to get further information about why they said this. Mr. Tomlinson indicated that DMAS was focused on trying to bring up the *Smiles for Children* program and ensure as smooth a transition as possible, and would continue with renewed recruitment efforts once the program is operational. The hope was that, if the program works as planned, word would get out, making it easier to recruit dentists.

Neal Graham asked DMAS if it knew how many dentists were needed to serve the Medicaid population. DMAS responded that this depended on so many variables such as specialty, location, travel time, that it was very hard to estimate this number, but that DMAS would work on this once the program was implemented.

Jill Hanken indicated that DMAS was doing a good job with the Dental program consolidation; however, she was concerned that Doral would be inundated with calls on July 2 from recipients asking about dentists and about the new program. Ms. Hanken indicated that there was a lot of pent up demand for dental services and this would lead to a lot of calls. The following points were made by participants:

- Lori Muench replied that Doral had staffed up to handle calls properly, and it had handled the implementation of new programs several times
- Cheryl Roberts recalled that 100,000 letters were sent to recipients about the EPSDT program, and DMAS only received about 100 calls. Thus, she did not believe the call volume for *Smiles for Children* would be as heavy as Ms. Hanken feared.

DMAS thanked the subcommittee for the work it had done and requested that members continue to spread the word about *Smiles for Children*.

Next Meeting

(To be determined.)